

CONFERENCE CALLS

Volume 12 Number 1

Spring 2004

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SPECIAL EDITION – Consortium SE

Forum Communications' customer-first philosophy drives our product development. Customer feedback indicates that Forum's proven reliability continues to be a primary driver of customer loyalty and that customers are willing to forego some of the enhanced features of our legacy product in order to achieve additional cost savings. In response, Forum has developed a "Special Edition" of the reliable Consortium Conference System.

The Consortium SE can provide 25-40% savings while continuing to provide value added features such as Custom Report Designer, Web and LAN-based moderator screens for real time status and control.

Remote demonstrations for the Consortium SE are available today! Click on Special Edition or call 972-680-0700 to see how you can manage your in-house conferencing and costs with the Consortium SE.

Focus on First Responders

Emergency Response Communications for public safety, homeland security, manufacturing and finance creates demand for emergency collaboration products.

Last year, Forum Communications announced the Confer Emergency Collaboration System with global crash blast and GUI interface. This year, Forum announces the Confer A.L.E.R.T. (Advanced Localized Emergency Response Teleconferencing) system, with ring-down capabilities for stand-alone emergency response (to replace 20 year old Red Phone/Firebar systems).

The Confer A.L.E.R.T. is ideal for utilities, transportation, campus safety and fire response teams. It is a transparent replacement for out-of-manufacture Tellabs 291/292 systems in many Department of Defense locations and local dispatch centers.

With optional touch screen and miniature PC, the Confer A.L.E.R.T. provides one powerful package that can fit anywhere (see Extreme Conferencing below).

Watch for Forum Communications at many national and regional Emergency Response and Homeland Security Shows in the next several months.

What's Hot??

According to The Marketing Report™ (3/7/04 issue) more businesses are creating seminars and special events to showcase their products and expertise in 2004. The best ways to ensure success? Provide expert help and advice without a heavy sales pitch. Identify the best prospects and target top level executives!

Because time is so valuable, many are looking to host events via audio conferencing or web conferencing. Top executives can join a one hour conference call and provide valuable feedback and suggestions. Allow them access to truly “partner” with your management team and help you to serve them better.

Hosting a conference call on your Forum conference system can instantly pay for itself with improved loyalty and pro-active customer response. Remember all levels are required to “do more with less”!

Extreme Conferencing

What’s clear, fast and connects the Air Force response team in an instant?

The Confer A.L.E.R.T. system! This is the latest in Crash Response/ Emergency Collaboration from Forum Communications. The United States Air Force is replacing outdated “Firebar” and “Red Phone” systems (the Tellabs 291/292) which are out of manufacture and no longer supported. Mission critical conferencing needs to connect multiple response sites in a heartbeat and provide real-time line status for remote locations.

To maintain reliability and superior sound, the Air Force has installed the A.L.E.R.T. (Area Localized Emergency Response Teleconferencing) which gives them the proven quality of Forum’s Confer technology with touch screen control and instant remote status information, in addition to immediate blast dial/ring down up to 5 miles from the control center.

Ideal for business or school security, the optional miniature PC and 7” touch screen keep control at your fingertips. Calls can be initiated from any phone connected to the system with an initiator code or from phone or touch screen at the control center for even greater versatility.

The Confer A.L.E.R.T. exceeds Air Force Instructions AFI 13-203 and AFI 13-213 for Space, Missile, Command, and Control, Air Traffic Control. For more information or to schedule a demonstration, contact Forum at 972-680-0700.

Product of the Year - Confer ECS

In a year when Airport security continues to be heightened, regional safety conference and training are at the top of the list for local government agencies and national businesses. Contingency planning and business continuity rank high on budget priority lists.

The Confer ECS, Internet Telephony Product of the Year 2003, continues to get attention as the most cost effective emergency communications (instant conferencing) system for first responders and crash blast applications. Confer ECS was also recently featured in the latest issue of Avaya Extra.

Congratulations to Forum's Design Engineering Team for another durable solution for emergency communications response.

Dealer Corner – Close That Sale!

Building partnerships is the foundation to building your business!

Forum Communications' teleconferencing experts continue to provide your sales team with product training, updated market information, customer demonstrations, engineering support and on-going product enhancements.

If you have not toured our website lately, please review our expanded Product List and contact us to schedule training, a consultation or demonstration. Let us know how we can strengthen our partnership and provide added value for you and your customers.

The Bottom-Line is still the Bottom-Line

Enhanced productivity, managed response time and reduced operating expenses continue to impact decision-makers worldwide. Forum Communications continues to enhance our teleconference products at competitive prices. How can you make the Bottom Line even more attractive!!! Let Forum help you analyze your monthly conference costs and help your customer achieve immediate return on investment. Forum works with you and your Leasing Company partner. Forum Communications also provides Hosted Services program for minimum one year system commitment.

Web Collaboration – enhance your communications!

Statistics show the fastest growing segment of teleconferencing is web collaboration. Maximize your resources by selecting the WebMeet option for your Consortium Conference Server. Share files, presentations, white boarding and instant messaging instantly, with the reliable Forum audio connection, blast dial, scheduling and email reminders - all in one system.

Like all Forum products, WebMeet is designed to be easy-to-use and provide internal security for all your calls. WebMeet features compliment the Consortium's robust scheduling, automatic email reminders and automatic reporting capability.

Take advantage of existing endpoints to conference anytime, anywhere with the Consortium WebMeet from Forum Communications.

User Tip of the Month – Business Continuity Planning

Business management and IT teams are facing new planning challenges, not only to streamline and enhance their disaster recovery and security programs, but to make sure that the systems and processes provide everyday value.

Incident Management theory helps you to create an enterprise-wide view of all disciplines and business objectives within your organization to counter any internal or external threats (from minor accidents to natural disasters).

If your IT department, legal department and security teams each have their own distinct response plans, you could be spending thousands of dollars working against each other! If your local response plans do not tie in with corporate-wide or community programs, you are simply not thinking "big picture."

Response planning can also help you to take instant advantage and create or manage unexpected new business opportunities. Brainstorming, training and standard procedures give employees the confidence, skills and empowerment to assess and respond to any type of unexpected event.

Forum Communications conference systems can be utilized in every step of your planning, readiness and response program, from recognizing an incident to assessing the impact, from controlling and minimizing loss to managing emergency response personnel.

Administrative functions such as developing, reviewing and re-structuring preventative measures and maintaining on-going training and standards are essential, and can easily be hosted on your on-premise Forum conference bridge. The United States government is one of the largest and most experienced organizations when it comes to Continuity Planning and Disaster Recovery. They are also one of the oldest customers for emergency communications technology with thousands of emergency conference systems in use in Department of Defense, U.S. Postal Service, U.S. Department of Agriculture locations and other facilities. For more details on Forum's selection of conferencing solutions, contact us at 972-680-0700 or go to Information.